

Description of Position	<p>Technical Support Manager (UNIX/Networks/Telecommunications)</p> <p>TITLE OF POSITION: _____</p> <p>SALARY RANGE: 138A, \$60229-68311</p> <p>Department or Agency Name: Administration</p> <p>Division/Section/Unit: Office of Library & Information Services/ Office of Information Processing</p> <p>Assignment(s) / Comments: _____</p> <p>Shift and Days: 1st (Monday - Friday)</p> <p>Restrictions/Limitations: n/a</p> <p>Position Covered By Collective Bargaining Union Agreement: Yes _____ No X _____</p> <p>Name of Bargaining Unit Union: n/a</p> <p>There is* _____ is not X a Civil Service List for this position</p> <p>CLASSIFICATION CODE: 02791900</p> <p>REFERENCE POSITION NO.: 6710-41900-2462</p> <p>APPLICATION PERIOD: 5/25/04 - 6/15/04</p> <p>Job Location: One Capitol Hill, Providence, RI 02908</p> <p style="text-align: right;">See A/B or Both for Specific Instructions</p> <p><small>* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position.</small></p>
General Information to Candidate	<p>INSTRUCTIONS:</p> <p>A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u>, both the File Position Title and Number.</p> <p>Most Important - Please include the following information:</p> <ul style="list-style-type: none"> • The title of the position for which you are applying • Title of your present position and date you entered it • Date you entered State service • Name of department where you are currently employed • Your business telephone number • Present Union Affiliations <p>*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.</p> <p>B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:</p> <p>If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.</p> <p>C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS</p> <p>• Reasonable Accommodations: If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.</p> <p>• Medical Information: Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).</p>
Statement of Duties	<p>DUTIES / RESPONSIBILITIES:</p> <p>To be responsible for managing activities relating to technical support in the area of specialization to include planning, organizing, coordinating, supervising and reviewing the work of technical support teams engaged in providing systems management, network management, and/or telecommunications management within the designated technical speciality, including the diagnosis of operating system and hardware malfunctions; to coordinate the evaluation, selection, installation and maintenance of hardware and software related to area of specialization; and to do related work as required.</p>
Minimum Education & Experience	<p>EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:</p> <p>(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.)</p> <p>Education: Such as may have been gained through: graduation from a college of recognized standing with a degree in Computer Science including or supplemented by successful completion of courses in the pertinent technical speciality; and</p> <p>Experience: Such as may have been gained through: considerable employment in a responsible position planning, organizing, supervising and reviewing the activities of a technical support staff engaged in providing technical support in the area of specialization. Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.</p>
Where to Apply	<p>Apply within the application period as shown on this announcement. NOTE: Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. SEND RESUME or CS-14 Application to:</p> <p>Howard Boksenbaum Office of Information Processing One Capitol Hill Providence, RI 02908</p> <p>Telephone #: 222-5708 Fax #: 222-3151 TTY/TDD #: 7-1-1 (Telecommunication Device for the Deaf)</p>

